

Learn and Serve America

General Grant Provisions

School-Based and Community-Based Programs

The General Grant Provisions are binding on the Grantee. By accepting funds under this Grant, the Grantee agrees to comply with the General and Special Grant Provisions and all applicable federal statutes, regulations and guidelines. The Grantee agrees to operate the funded Program in accordance with the approved Grant application and budget, supporting documents, and other representations made in support of the approved Grant application. The Grantee agrees to include in all subgrants the applicable terms and conditions contained in this award.

All applicable Provisions of the Grant including regulations and OMB circulars that are incorporated by reference shall apply to any Grantee, sub-Grantee, or other organization carrying out activities under this award.

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A. DEFINITIONS.

- a. **Act** means the National and Community Service Act of 1990, as amended (42 U.S.C. 12501 et seq.)
- b. **Administrative Costs** are expenses associated with the overall administration of a Program, as defined in Clause 9, Administrative Costs.
- c. **Adult Volunteer.** An individual, such as an older adult, an individual with a disability, a parent, or an employee of a business or public or private non-profit organization who works without financial remuneration in an educational institution or youth serving organization to assist students; and is beyond the age of compulsory school attendance in the State in which the educational institution or youth serving organization is located.
- d. **Community-Based Agency.** A public or private nonprofit organization (including a church or religious entity) that is representative of a community or a significant segment of a community, and is engaged in meeting human, educational, environmental, or public safety community needs.
- e. **Corporation** means the Corporation for National and Community Service established under section 191 of the Act (42 U.S.C. 12651).
- f. **Grantee**, for the purposes of this agreement, means the direct recipient or the subrecipient/site of this Grant. The term sub-Grantee shall be substituted for the term Grantee where appropriate. The Grantee is legally accountable to the Corporation for the use of Grant funds and is bound by the provisions of the Grant.
- g. **Grantmaking Entity.** A public or private nonprofit organization experienced in service-learning that submits an application to make grants for service-learning programs in more than one state and was in existence at least one year before the date on which the organization submitted the application.
- h. **Indian Tribe** means a federally-recognized Indian tribe, band, nation, or other recognized group or community, including any Native village, Regional Corporation, or Village Corporation, as defined under the Alaska Native Claims Settlement Act (43 U.S.C. 1602), that the United States Government determines is eligible for special programs and services provided under federal law to Indians because of their status as Indians. An Indian tribe also includes any tribal organization controlled, sanctioned, or chartered by one of the entities described above.
- i. **Local Educational Agency (LEA).** A public board of education or other public authority legally constituted within a State for either administrative

control or direction of, or to perform a service function for, public elementary or secondary schools in a city, county, township, school district, or other political subdivision of a State, or for such combination of school districts or counties as are recognized in a State as an administrative agency for its public elementary or secondary schools. As stated in section 1471(12) of the Elementary Secondary Education Act of 1965 (20 U.S.C. 2891(12)).

- j. **OMB** means the U.S. Office of Management and Budget.
- k. **Participant.** An individual enrolled in a program that receives assistance under the Act. A participant may not be considered to be an employee of the program in which the participant is enrolled.
- l. **Partnership.** Two or more entities that have entered into a written agreement specifying the partnership's goals and activities as well as the responsibilities, goals, and activities of each partner.
- m. **Program** means a national service Program, described in the Act (42 U.S.C. 12572(a)), carried out by the Grantee through funds awarded by the Corporation and carried out in accordance with federal requirements and the Provisions of this Grant.
- n. **Project** means an activity or set of activities carried out under a Program that results in a specific, identifiable community service or improvement:
 - i. That otherwise would not have been made with existing funds; and
 - ii. That does not duplicate the routine services or functions of the organization to which the participants are assigned.
- o. **Qualified Organization.** A public or private nonprofit organization, other than a grantmaking entity, that has experience working with school-age youth, and that was in existence at least one year before the date on which the organization submitted an application for a service-learning program.
- p. **School Age Youth.** Individuals between the ages of 5-17, inclusive; and children with disabilities as defined in section 602(a)(1) of the Individuals with Disabilities Education Act (20 U.S.C. 1401(a)(1)), who receive services under part B of such Act.
- q. **Service-Learning.** A method whereby participants learn and develop through active participation in thoughtfully organized service that is conducted in and meets the needs of a community; is coordinated with an elementary school, secondary school, institution of higher education, or community service program, and with the community; helps foster civic responsibility; is integrated into and enhances the academic curriculum of the participants or the education components of the community service program in which the

participants are enrolled; and provides structured time for the participants to reflect on the service experience.

- r. Service-Learning coordinator.** An individual trained in service-learning, who assists in identifying community partners; assists in designing and implementing local partnerships' service-learning programs; provides technical assistance and information to facilitate training of teachers who want to use service-learning in their classrooms; assists local partnerships in planning, developing, and executing service-learning projects; and provides other services.
- s. State Educational Agency (SEA).** The officer or agency primarily responsible for the state supervision of public, elementary and secondary schools as stated in section 1471(23) of the Elementary and Secondary Education Act of 1965 (20 U.S.C. 2891(23)). The agency primarily responsible for the State supervision of public elementary and secondary schools.
- t. Student.** An individual who is enrolled in an elementary or secondary school or institution of higher education on a full- or part-time basis.
- u. Sub-Grantee** refers to an organization receiving Grant funds from a Grantee of the Corporation.

B. GENERAL GRANT PROVISIONS

1. LEGISLATIVE AND REGULATORY AUTHORITY.

This Grant is authorized by and subject to the National and Community Service Act of 1990 as amended, codified as 42 U.S.C. 12501 *et seq.*, and 45 C.F.R. 2510 *et seq.*

2. OTHER APPLICABLE STATUTORY AND ADMINISTRATIVE PROVISIONS.

The following applicable federal cost principles, administrative requirements and audit requirements are incorporated by reference:

- a. States, Indian Tribes, U.S. Territories, and Local Governments.** The following circulars and their implementing regulations apply to states, Indian tribes, U.S. territories, and local governments:
 - i.** Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments -- 45 C.F.R. 2541.
 - ii.** OMB Circular A-87, Cost Principles for State and Local Governments.
 - iii.** OMB Circular A-133, Audits of States, Local Governments and Non-Profit Organizations.
- b. Nonprofit Organizations.** The following circulars and their implementing regulations apply to nonprofit organizations:
 - i.** Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals and Other Nonprofit Organizations -- 45 C.F.R. 2543.
 - ii.** OMB Circular A-122, Cost Principles for Nonprofit Organizations.
 - iii.** OMB Circular A-133, Audits of States, Local Governments and Non-Profit Organizations.
- c. Educational Institutions.** The following circulars and their implementing regulations apply to educational institutions:
 - i.** Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals and Other Nonprofit Organizations -- 45 C.F.R. 2543.
 - ii.** OMB Circular A-21, Cost Principles for Educational Institutions.
 - iii.** OMB Circular A-133, Audits of States, Local Governments and Non-Profit Organizations.

- d. Other Applicable Statutes and Regulations.** The Grantee must comply with all other applicable statutes, executive orders, regulations and policies governing the Program, including but not limited to those cited in these Grant Provisions, the Grant Assurances and Certifications, and those cited in 45 C.F.R. Parts 2541 and 2543.

3. RESPONSIBILITY FOR ADMINISTERING THE GRANT.

- a. Accountability of Grantee.** The Grantee has full fiscal and programmatic responsibility for managing all aspects of the grant and grant-supported activities, subject to the oversight of the Corporation. The Grantee is accountable to the Corporation for its operation of the Learn and Serve America: School- and Community-Based Programs and use of grant funds. It must expend grant funds in a judicious and reasonable manner. Although Grantees are encouraged to seek the advice and opinion of the Corporation on special problems that may arise, such advice does not diminish the Grantee's responsibility for making sound judgments and does not mean that the responsibility for operating decisions has shifted to the Corporation.
- b. Notice to Corporation.** The Grantee will notify the appropriate Corporation's program or grants officer immediately of any developments or delays that have a significant impact on funded activities, any significant problems relating to the administrative or financial aspects of the grant, or any suspected misconduct or nonfeasance related to the grant or Grantee. The Grantee will inform the Corporation about the corrective action taken or contemplated by the Grantee, and any assistance needed to resolve the situation.
- c. Sub-granting requirements.** The Grantee must ensure that the Provisions are binding on the sub-grantee programs and other awards as applicable.
- d. Notice to the Corporation's Office of Inspector General.** The Grantee must notify the Office of Inspector General immediately of losses of Federal funds or goods/services supported with Federal funds, or when information discovered by someone at a program indicates that there has been waste fraud or abuse, or any violation of criminal law, at the program or at a Sub-Grantee.

4. PROHIBITED PROGRAM ACTIVITIES.

Corporation funds may not be used to provide religious instruction, conduct worship services, or engage in any form of proselytization; to assist, promote, or deter union organizing; to finance, directly or indirectly, any activity designed to influence the outcome of an election to any public office; or to impair existing contracts for services or collective bargaining agreements.

5. CONSULTATION WITH LABOR ORGANIZATIONS.

Prior to the placement of a participant, the Grantee must consult with any local labor organization representing employees in the area who are engaged in the same or similar work proposed to be carried out by the program in order to prevent the displacement and to protect the rights of those employees.

6. CONFIDENTIALITY.

The Grantee must maintain the confidentiality of information regarding individual participants and service recipients. The Grantee must obtain the prior written consent of all members before using their names, photographs and other identifying information for publicity, promotional or other purposes. The Grantee may release aggregate and other non-identifying information and is required to release participant information to the Corporation and their designated contractors. The grantee may disclose individual participant information with prior written consent.

7. PROGRAM EVALUATION

The Grantee must cooperate fully with all Corporation evaluation activities, such as the collection of participant data, sub-grantee information forms and other information required by the Corporation.

8. FINANCIAL MANAGEMENT PROVISIONS.

- a. General.** The Grantee must maintain financial management systems that include standard accounting practices, sufficient internal controls, a clear audit trail and written cost allocation procedures as necessary. Financial management systems must be capable of distinguishing expenditures attributable to this Grant from expenditures not attributable to this Grant. This system must be able to identify costs by programmatic year and by budget category and to differentiate between direct and indirect costs or administrative costs. For further details about the Grantee's financial management responsibilities, refer to OMB Circulars A-102 (for State and Local Governments) and A-110 (for Institutions of Higher Education and Non-Profit Organizations).
- b. Source Documentation.** The Grantee must maintain adequate supporting documents for its expenditures (federal and non-federal) and in-kind contributions made under this Grant. Costs must be shown in books or records [e.g., a disbursement ledger or journal], and must be supported by a source document, such as a receipt, travel voucher, invoice, bill, in-kind voucher, or similar document.
- c. Time and Attendance Records.**
 - i.** Except as provided in (ii) and (iii) below, salaries and wages charged directly to this Grant or charged to matching funds must be

supported by signed time and attendance records for each individual employee regardless of position, and by documented payrolls approved by a responsible official of the Grantee. Except as provided in (ii) and (iii) below, salaries and wages chargeable between this Grant and other programs or functions of the Grantee organization must be supported by signed time and attendance records for each individual regardless of position appropriately distributing the individual's time to the different programs or functions.

ii. Educational institutions are not required to support charges for salaries and wages with signed time and attendance records for professorial and professional staff if they are in compliance with the criteria in Section 8.b of OMB Circular A-21 for acceptable methods of documenting the distribution of charges for personal services.

iii. State, Local and Indian Tribal governmental units are not required to support charges for salaries and wages with signed time and attendance records if they are in compliance with the standards of Section 11.h of OMB Circular A-87 for the support and documentation of salaries and wages.

- d. Audits.** A grantee organization that expends \$300,000 or more of total federal awards in a fiscal year is required to obtain a single audit for that year conducted by an independent auditor in accordance with the Single Audit Act, as amended, 31 U.S.C. 7501, et seq., and OMB Circular A-133. (If the grantee expends federal awards under only one federal program, it may elect to have a program specific audit, if it is otherwise eligible.) A grantee that does not expend \$300,000 in federal awards is exempt from the single audit requirements of OMB Circular A-133 for that year. However, it must continue to conduct financial management reviews of its programs, and records must be available for review and audit.

A recipient of a Federal grant (pass-through entity) is required in accordance with paragraph 400(d) of OMB Circular A-133 to do the following with regard to its subrecipients: (1) identify the Federal award and funding source; (2) advise subrecipients of all requirements imposed on them; (3) monitor Sub-Grantee activities and compliance; (4) ensure subrecipients have A-133 audits when required; (5) issue decisions and ensure follow-up on audit findings in a timely way; (6) where necessary, adjust its own records and financial statements based on audits; and (7) require subrecipients to permit access by the pass-through entity and auditors to records and financial statements as necessary for the pass-through entity to comply with A-133.

- e. Consultant Services.** Payments to individuals for consultant services under this Grant will not exceed \$443.00 per day (exclusive of any indirect expenses, travel, supplies and so on).

9. ADMINISTRATIVE COSTS.

a. Definitions. “Administrative costs” means general or centralized expenses of overall administration of an organization that receives Corporation funds and does not include particular Program or project costs. For organizations that have an established indirect cost rate for federal awards, administrative costs mean those costs that are included in the organization’s indirect cost rate. Such costs are generally identified with the organization’s overall operation and are further described in OMB Circulars A-21, A-87 and A-122. For organizations that do not have an established indirect cost rate for federal awards, administrative costs include:

- i.** Costs for financial, accounting, auditing, contracting or general legal services except in unusual cases where they are specifically approved in writing by the Corporation as program costs;
- ii.** Costs for internal evaluation, including overall organizational management improvement costs (except for independent and internal evaluations of the Program or project evaluations that are specifically related to creative methods of quality improvement); and
- iii.** Costs for general liability insurance that protects the organization(s) responsible for operating a Program or project, other than insurance costs solely attributable to the Program or project.

Administrative costs may also include that portion of salaries and benefits of the Program’s director and other administrative staff not attributable to the time spent in support of a specific Program or project. The principles that pertain to the allocation and documentation of personnel costs are stated in the OMB circulars that are incorporated in Corporation regulations [45 CFR 2541.220(b)].

Administrative costs generally do not include the following allowable expenses directly related to a Program or project (including their operations and objectives), such as:

- i.** Costs for staff (including salary, benefits, training and travel) who recruit, train, place or supervise participants or who develop materials used in such activities, if the purpose is for a specific Program or project objective;
- ii.** Costs for independent evaluations and any internal evaluations of the Program or project that are related specifically to creative methods of quality improvement;
- iii.** Costs, excluding those already covered in an organization’s indirect cost rate, attributable to staff that work in a direct Program or project support, operational, or oversight capacity, including, but not limited to: support staff whose functions directly support Program or project activities; staff who coordinate and facilitate single or multi-site Program and project activities; and staff who review, disseminate and implement Corporation guidance and policies directly relating to a Program or project;

- iv. Space, facility and communication costs that primarily support Program or project operations, excluding those costs that are already covered by an organization's indirect cost rate; and
 - v. Other allowable costs, excluding those costs that are already covered by an organization's indirect cost rate, specifically approved by the Corporation as directly attributable to a Program or project.
- b. **Limitation by Statute.** Administrative costs cannot exceed 5% of total Corporation funds actually expended under this award.
- c. **Fixed 5%.** If approved on a case-by-case basis by the Corporation, the grantee may charge, for administrative costs, a fixed 5% of the total of the Corporation funds expended. In order to charge this fixed 5%, the grantee match for administrative costs may not exceed 10% of all direct cost expenditures. These rates may be used without supporting documentation and are in lieu of an indirect cost rate.
- d. **Indirect Cost Rates.**
 - i. If grantees have an approved indirect cost rate, such rate will constitute documentation of the grantee's administrative costs including the 5% maximum payable by the Corporation and the grantee match of administrative costs.
 - ii. If a grantee wants to claim more than 10% match in administrative costs it must have or obtain an approved indirect cost rate. Where appropriate, the Corporation will establish an indirect cost rate that may be used for this and other federal awards.
- e. **Consistency of Treatment.** To be allowable under an award, costs must be consistent with policies and procedures that apply uniformly to both federally financed and other activities of the organization. Furthermore, the costs must be accorded consistent treatment in both federally financed and other activities as well as between activities supported by different sources of federal funds.

10. EQUIPMENT AND SUPPLIES COSTS.

Equipment and supplies will be handled in accordance with 45 C.F.R. 2541 – Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Government or with 45 C.F.R. 2543 – Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Non-profit Organizations.

11. ANNUAL GRANTEE MEETING.

All grantees are required to attend the Annual Grantee Meeting hosted by the Department of Service Learning of the Corporation. Those funds designated for the Annual Grantee Meeting in the award must be used to cover the cost of the Project Director or the Corporation approved designee's attendance at this meeting.

12. PROJECT INCOME.

- a. **General.** Income earned as a direct result of the Program's activities during the award period will be retained by the Grantee and used to finance the non-Corporation share of the Program.
- b. **Fees for Service.** When using assistance under this Grant, the Grantee may not enter into a contract for or accept fees for service performed by participants when:
 - i. The service benefits a for-profit entity;
 - ii. The service falls within the other prohibited Program activities set forth in Clause 4 of these Grant Provisions; or
 - iii. The service violates the non-displacement Provisions of the Act set forth in Clause 21 of these Grant Provisions.

13. PAYMENTS UNDER THE GRANT.

- a. **Advance Payments.** The Grantee may receive advance payments of Grant funds, provided the Grantee meets the financial management standards specified in OMB Circular A-102 and its implementing regulations (45 C.F.R. 2541) or A-110 and its implementing regulations (45 C.F.R. 2543), as applicable.
- b. **Immediate Cash Flow Needs.** The amount of advance payments requested by the Grantee must be based on actual and immediate cash needs in order to minimize federal cash on hand in accordance with policies established by the U.S. Department of the Treasury in 31 C.F.R. 205.
- c. **Discontinuing Advance Payments.** If a Grantee does not establish procedures to minimize the time elapsing between the receipt of the cash advance and its disbursement, the Corporation may, after providing due notice to the Grantee, discontinue the advance payment method and allow payments in advance only by individual request and approval or by reimbursement.
- d. **Interest Bearing Accounts.** The Grantee must deposit advance funds received from the Corporation in federally insured, interest-bearing accounts. The exceptions to this requirement follow:
 - i. **Institutions of Higher Education and Other Non-Profit Organizations.** If a Grantee is covered by 45 C.F.R. 2543 it must maintain advance funds in interest-bearing accounts unless:
 - (a) It receives less than \$120,000 in federal funds per year;
 - (b) The best reasonably available account would not be expected to earn interest in excess of \$250 per year on federal cash balances; or
 - (c) The required minimum balance is so high that it would not be feasible within expected federal and non-federal cash resources.

Earned interest must be remitted annually to HHS-PMS , Rockville, MD 20852. Grantees may keep up to \$250 of interest per year to offset administrative expenses.

ii. State and Local Governments. All Grantees and sub-Grantees covered by 45 C.F.R. 2541, with the exception of State Governments and Indian Tribes, must remit earned interest quarterly to the Corporation. Grantees may keep up to \$100 of the earned interest per year to offset administrative expenses.

14. RETENTION OF RECORDS.

The Grantee must retain and make available all financial records, supporting documentation, statistical records, evaluation data, participant information and personnel records for 3 years from the date of the submission of the final Financial Status Report (SF 269A). If an audit is started prior to the expiration of the 3-year period, the records must be retained until the audit findings involving the records have been resolved and final action taken.

15. MATCHING REQUIREMENTS.

- a. Matching Obligation.** The Grantee must provide and account for the matching funds as agreed upon in the approved application and budget. All programs are encouraged to raise some funds from the private sector, i.e. non-federal funds.
- b. Cash or In-Kind Match for Program Operating Costs.** Contributions, including cash and third party in-kind, will be accepted as part of the Grantee's matching share for Program Operating Costs when such contributions meet all of the following criteria:
 - i.** They are verifiable from Grantee records;
 - ii.** They are not included as contributions for any other federally-assisted Program;
 - iii.** They are necessary and reasonable for the proper and efficient accomplishment of Program objectives; and
 - iv.** They are allowable under applicable cost principles.
- c. Cost Share.** As a general rule, the Corporation will treat cash or in-kind matching contribution that exceed the required minimum as cost-share. The Corporation encourages private sector support over-and-above the matching fund requirement. All match contributions, including cost-share, should be reflected in the budget.
- d. Exception for Volunteer Community Service.** Because the purpose of this Grant is to enable and stimulate volunteer community service, the Grantee may not include the value of direct community service performed by volunteers. However, the Grantee may include the value of volunteer services

contributed to the organization for organizational functions such as accounting, audit, training of staff and Programs.

- e. **Administrative Costs.** Administrative costs cannot exceed 5% of total Corporation funds actually expended. Administrative costs which exceed the Corporation's maximum administrative cost limit of 5% but which otherwise would have been allocable to the Grant, are allowable as the matching share under the Administrative costs budget line item. See clause 9, Administrative Costs.
- f. **Valuation.** The value of Grantee and third-party contributions of services and property will be determined in accordance with applicable cost principles set forth in OMB Circulars A-21, A-87 and A-122, and the approved budget.

16. BUDGET AND PROGRAMMATIC CHANGES.

- a. **Programmatic changes.** The Grantee must obtain the prior written approval of the Corporation before making the following changes in the approved program:
 - i. Changes in the program scope or specific goals and objectives of the program, whether or not they involve budget changes.
 - ii. Changes in (or extended absences of) the project director or any other key personnel designated in the award letter.
 - iii. Changes in the level of participant supervision.
 - iv. Entering into subgrants or contracting out any program activities funded by the grant (unless identified in the approved application), other than the purchase of supplies, equipment, or general support services; and
 - v. Changes in the grant period.
- b. **Changes in the budget.** The Grantee must obtain the prior written approval of the Corporation before deviating from the approved budget in any of the following ways:
 - i. Budget transfers to absorb administrative costs over the administrative limit specified in the approved budget.
 - ii. Costs requiring prior approval under OMB Circulars A-21 or A-122.
 - iii. Purchases of equipment above the threshold as specified in clause 10 of these Provisions.

17. SITE VISITS.

The Corporation reserves the right, at all reasonable times, to conduct site visits to review and evaluate Grantee records, accomplishments, organizational procedures, and financial control systems; to conduct interviews; and to provide technical assistance. All site visits will be performed in such a manner as will not unduly disrupt the Grantee's operations.

18. LIABILITY.

The Grantee must have adequate liability coverage of its organization, employees, and participants, including coverage of participants engaged in on- and off-site project activities. Additionally, the Grantee must institute safeguards as necessary and appropriate to ensure the safety of participants. Participants may not participate in projects that pose undue safety risks.

19. DRUG FREE WORKPLACE.

- a. Notice to Employees.** In accordance with the Drug-Free Workplace Act, 41 U.S.C. 701 et seq., implementing regulations, 45 C.F.R. 2542, and the Grantee's certification, the Grantee must publish a statement notifying employees that:
 - i.** The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the Grantee's workplace and Program;
 - ii.** Conviction of any criminal drug statute must be reported immediately to the Grantee;
 - iii.** The employee's employment is conditioned upon compliance with the notice requirements; and
 - iv.** Certain actions will be taken against employees for violations of such prohibitions.
- b. Criminal Drug Convictions.** The Grantee's employees must notify the Grantee in writing of any criminal drug convictions for a violation occurring in the workplace or during the performance of project activities no later than 5 days after such conviction. The Grantee must notify the Corporation within 10 days of receiving notice of such conviction. The Grantee must take appropriate action against such employee, up to and including termination or release for cause consistent with the Corporation's rules on termination and suspension of service, or require the employee to satisfactorily participate in an approved drug abuse assistance or rehabilitation Program.
- c. Drug-Free Awareness Program.** The Grantee must establish a drug-free awareness Program to inform employees about the dangers of drug abuse in the workplace, the Grantee's policy of maintaining a Drug-Free workplace, any available drug counseling, rehabilitation, and employee assistance support services, and the penalties that may be imposed for drug abuse violations.
- d. Grantee Non-Compliance.** The Grantee is subject to suspension, termination or debarment proceedings for failure to comply with the Drug-Free Workplace Act.
- e. Non-Discrimination and Confidentiality Laws.** In implementing the Drug-Free Workplace Act, the Grantee must adhere to federal laws and its Grant

assurances related to alcohol and substance abuse non-discrimination and confidentiality.

20. NONDISCRIMINATION.

- a. Assurances.** The Grantee must assure that its program or activity, including those of its subgrantees, will be conducted, and facilities operated, in compliance with the applicable statutes set forth below, as well as with their implementing regulations. The Grantee must obtain an assurance of such compliance prior to extending Federal financial assistance to subgrantees. The U.S. Government shall have the right to seek judicial enforcement of these assurances.
- b. Discrimination Prohibited.** A person, a service recipient, or Program staff, may not, on the grounds of race, color, national origin, sex, age, political affiliation, disability, or religion be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination, directly or through contractual or other arrangements, under any program or activity receiving federal financial assistance. The prohibition on discrimination on the basis of disability protects otherwise qualified individuals with disabilities. The prohibition against discrimination on the basis of religion with respect to Program staff applies only to Program staff paid with Corporation funds but excludes staff paid with Corporation funds who were employed by the Grantee on the date the Corporation grant was awarded

This prohibition against discrimination includes but is not limited to:

- i.** Denying an opportunity to participate in, benefit from, or provide a service, financial aid, or other benefit;
- ii.** Providing an opportunity which is different or provided differently;
- iii.** Denying an opportunity to participate as a member of a planning or advisory body integral to the program;
- iv.** Segregating or subjecting a person to separate treatment;
- v.** Providing an aid, benefit, or service to a qualified disabled person that is less effective in affording opportunity to obtain the same result, gain the same benefit, or reach the same level of achievement;
- vi.** Denying a qualified disabled person the opportunity to participate in integrated programs or activities, even though permissibly separate or different programs or activities exist;
- vii.** Restricting a person's enjoyment of an advantage or privilege enjoyed by others;
- viii.** Providing different or separate aid, benefits, or services to disabled persons unless necessary in order to provide them as effectively as provided to others;
- ix.** Treating a person differently in determining admission, enrollment, quota, eligibility, membership or other requirements;

- x. Using criteria or administrative methods, including failing to provide needed auxiliary aids for disabled persons, which have the effect of subjecting persons to discrimination, or defeating or substantially impairing achievement of the objectives of the program for a person;
- xi. Selecting a site or location of facilities with the purpose or effect of excluding individuals from, denying them the benefits of, or subjecting them to discrimination under the program;
- xii. Denying a qualified disabled person a benefit, aid, or participation because facilities whose groundbreaking occurred after May 30, 1979 are inaccessible to or unusable by disabled persons or because programs or activities in facilities predating May 30, 1979, when viewed in their entirety, are inaccessible to or unusable by disabled persons; and
- xiii. Failing to provide reasonable accommodation to otherwise qualified individuals with disabilities.

The Corporation's "Civil Rights Statement Regarding Volunteers, Service Participants and Other Beneficiaries," and its "Policy Against Sexual, Racial, National Origin, or Religious Harassment" which include additional discrimination prohibitions are attached and incorporated herein.

- c. **Public Notice of Nondiscrimination.** The Grantee must notify service recipients, applicants, Program staff, and the public, including those with impaired vision or hearing, that it operates its program or its activity subject to the nondiscrimination requirements of the applicable statutes. The notice must summarize the requirements, note the availability of compliance information from the Grantee and the Corporation, and briefly explain procedures for filing discrimination complaints with the Corporation. Sample language is:

It is against the law for organizations that receive federal financial assistance from the Corporation for National Service to discriminate on the basis of race, color, national origin, disability, sex, age, political affiliation, or, in most programs, religion. It is also unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination.

In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of the Corporation for National Service. If you believe that you or others have been discriminated against, or if you want more information, contact:

(Name, address, phone number – both voice and TDD, and preferably toll free – FAX number and e-mail address of the Grantee) or

Equal Opportunity Office
Corporation for National Service
1201 New York Avenue, NW
Washington, D.C. 20525
(202) 606-5000, ext. 312 (voice); (202) 565-2799 (TDD)
(202) 565-2816 (FAX); eo@cns.gov (e-mail)

The Grantee must include information on civil rights requirements, complaint procedures and the rights of beneficiaries in handbooks, manuals, pamphlets, and post in prominent locations, as appropriate. The Grantee must also notify the public in recruitment material and application forms that it operates its program or activity subject to the nondiscrimination requirements. Sample language, in bold print, is “This program is available to all, without regard to race, color, national origin, disability, age, sex, political affiliation, or, in most instances, religion.” Where a significant portion of the population eligible to be served needs services or information in a language other than English, the Grantee shall take reasonable steps to provide written material of the type ordinarily available to the public in appropriate languages.

- d. Records and Compliance Information.** The Grantee must keep records and make available to the Corporation timely, complete, and accurate compliance information to allow the Corporation to determine if the Grantee is complying with the civil rights statutes and implementing regulations. Where a Grantee extends federal financial assistance to subgrantees, the subgrantees must make available compliance information to the Grantee so it can carry out its civil rights obligations.

The Corporation will provide specific guidance regarding records and compliance information. At a minimum, the Grantee should have available racial, ethnic, sex, and disability data regarding service recipients/applicants and Program staff/applicants. This data should be sufficient to measure the distribution of benefits to the eligible population and evaluate the services provided to the different segments of the population being served. Data on staff should be gathered, on a voluntary basis, directly from the individuals. Data on service recipients may be gathered, estimated, or based on census or other statistics.

Racial and ethnic data should be gathered for the following categories:

Hispanic/Latino/Spanish culture or origin or non-Hispanic/Latino/Spanish culture or origin (one or the other) and one or more of the following:

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

- e. **Obligation to Cooperate.** The Grantee must cooperate with the Corporation so that the Corporation can ensure compliance with the civil rights statutes and implementing regulations. The Grantee shall permit access by the Corporation during normal business hours to its books, records, accounts, staff, facilities, and other sources of information as may be needed to determine compliance.
- f. **Discrimination Complaints, Investigations and Compliance Reviews.** The Corporation may review the practices of the Grantee to determine civil rights compliance. Any person who believes discrimination has occurred may file a discrimination complaint with the Corporation's Equal Opportunity Office. The Grantee may not intimidate, threaten, coerce, or discriminate against an individual to interfere with a right or privilege secured by the civil rights acts or because the person made a complaint, testified, assisted or participated in any manner in an investigation, proceeding, or hearing. The Corporation will keep the identity of complainants and witnesses confidential except as necessary to conduct an investigation, hearing, or judicial proceeding.

The Corporation will investigate whenever a compliance review, report, complaint, or other information indicates a possible failure to comply with the statutes and their implementing regulations. If an investigation indicates a failure to comply, the Corporation will so inform the Grantee and any applicable subgrantees and will attempt to resolve the matter by voluntary means. If the matter cannot be resolved by voluntary means, the Corporation will initiate formal enforcement action.

Discrimination complaints may be raised through the Grantee's grievance procedure. Use of the Grantee's grievance procedure may not be a required precursor to filing a federal discrimination complaint with the Corporation. Use of the Grantee's grievance procedure does not preclude filing a federal discrimination complaint. The Grantee's grievance procedure should advise individuals that use of the grievance procedure does not stop the running of Corporation time frames for filing a discrimination complaint with the Corporation. In all cases where discrimination allegations have been raised with the Grantee, the Grantee must submit a written report to the Corporation's Equal Opportunity Office, which has a review authority over the investigation and disposition of all discrimination complaints.

- g. **Self-Evaluation Requirements.** The Grantee must comply with (1) the self-evaluation requirements under section 504 of the Rehabilitation Act regarding accessibility for individuals with disabilities; (2) the self-evaluation requirements of the Age Discrimination Act of 1975; and (3) the self-evaluation requirements under title IX of the Education Amendments of 1972 regarding discrimination based on sex. Guidance regarding the self-evaluation requirements may be obtained from the Corporation's Equal

Opportunity Office, 1201 New York Avenue, NW, Washington, D.C. 20525, (202) 606-5000, ext. 312 (voice); (202) 4565-2799 (TDD); (202) 565-2816 (FAX); or eo@cns.gov (e-mail).

- h. Applicable Statutes.** In accordance with its assurances, the Grantee must comply with all federal statutes relating to non-discrimination to the extent applicable, including, but not limited to titles VI and VIII of the Civil Rights Act of 1964 (42 U.S.C. 2000d and 3601 *et seq.*), section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), title IX of the Education Amendments of 1972 (20 U.S.C. 1681 *et seq.*) the Age Discrimination Act of 1975 (42 U.S.C. 6101 *et seq.*), the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), the Public Health Service Act of 1912 (42 U.S.C. 290dd-3 and 290ee-3), and the requirements of any other non-discrimination provision in the National and Community Service Act of 1990, (42 U.S.C. 12635) or any other applicable non-discrimination provision.

21. SUPPLEMENTATION, NON DUPLICATION, AND NON DISPLACEMENT.

- a. Supplementation.** Grant funds may not be used to replace State or Local public funds that had been used to support programs or projects of the type eligible to receive Corporation grant funds. For any given program, this condition will be satisfied if the aggregate non-Federal public expenditure for that program or project in the fiscal year that support is to be provided is not less than the previous fiscal year.
- b. Non duplication.** Grant funds may not be used to duplicate services that are available in the locality of a program or project. The Grantee may not conduct activities that are the same or substantially equivalent to activities provided by a State or Local government agency in which the grantee entity is located.
- c. Non displacement.**
 - i. Prohibition on displacing employee or position.** The Grantee may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program or project.
 - ii. Prohibition on promotional infringement.** The Grantee may not create a community service opportunity that will infringe in any manner on the promotional opportunity of an employed individual.
 - iii. Prohibition on displacing employee services, duties, or activities.** A participant in a program or project may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.

iv. Prohibition on supplanting hiring or infringing on recall rights.

A participant in a program or project may not perform any services or duties, or engage in activities, that:

- Will supplant the hiring of employed workers; or
- Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.

v. Other prohibitions. A participant in a program or project may not perform services or duties that have been performed by or were assigned to any:

- Presently employed worker;
- Employee who recently resigned or was discharged;
- Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
- Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or
- Employee who is on strike or is being locked out.

22. GRIEVANCE PROCEDURE.

- a. Setting up a grievance procedure.** In accordance with 42 U.S.C. §12636 and implementing regulations at 45 C.F.R. §2540.230, the Grantee must establish and implement a process for filing and adjudicating grievances from participants, labor organizations, and other interested parties concerning program or project operations. A grievance process may include dispute resolution programs such as mediation, facilitation, assisted negotiation and neutral evaluation. A grievance process must provide an opportunity for a grievance hearing and binding arbitration. If the grievance alleges fraud or criminal activity, it must be brought to the attention of the Inspector General of the Corporation immediately.
- b.** In the event that a Sub-Grantee of a direct Grantee of the Corporation is no longer in existence or otherwise does not provide a grievance procedure that complies with this Provision, the direct Grantee is responsible for handling any grievance in accordance with 45 C.F.R. 2540.230.
- c. Alternative dispute resolution.**
- i. Informal resolution.** The aggrieved party may seek resolution of a grievance through alternative means of dispute resolution (ADR) such as mediation or facilitation. ADR proceedings must be initiated within 45 calendar days of the date of the alleged occurrence. At the initial session of the ADR proceedings, the party must be advised in writing of the right to file a grievance and right to arbitration. If the matter is resolved, and a written agreement is reached, the party will agree to forego filing a grievance in the matter under consideration.

ii. Neutral facilitation. If ADR is instituted, the process must be aided by a neutral party who, with respect to an issue in controversy, functions specifically to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement. The neutral party may not compel a resolution. Proceedings before the neutral party must be informal, and the rules of evidence will not apply. With the exception of a written and agreed-upon ADR, the proceeding must be confidential. Any decision by the neutral party is advisory and is not binding unless both parties agree. If the grievance is not resolved within 30 calendar days of initiation, the neutral party again must inform the aggrieved party of his or her right to file a formal grievance.

d. Formal grievance proceeding.

i. Time limits. Except for a grievance that alleges fraud or criminal activity, a grievance must be made no later than one year after the date of the alleged occurrence. If a hearing is held on a grievance, it must be conducted no later than 30 calendar days after the filing of such grievance. A decision on any such filed grievance must be made no later than 60 days after filing.

ii. Effect of informal process. In the event an aggrieved party files a grievance after participating in an informal dispute resolution process, the neutral party may not participate in the formal grievance proceeding. In addition, no communication or proceedings of the informal dispute resolution process may be referred to or introduced into evidence at a grievance or arbitration proceeding.

e. Arbitration.

i. Selection of arbitrator. If there is an adverse decision against the party who filed the grievance, or no decision has been reached after 60 calendar days after the filing of a grievance, the aggrieved party may submit the grievance to binding arbitration before a qualified arbitrator who is jointly selected and independent of the interested parties. If the parties can not agree on an arbitrator, within 15 calendar days after receiving a request from one of the parties, the Corporation will appoint an arbitrator from a list of qualified arbitrators.

ii. Time limits. An arbitration proceeding must be held no later than 45 days after the request for arbitration, or if the arbitrator is appointed by the Corporation, the proceeding must occur no later than 30 calendar days after the arbitrator's appointment. A decision must be made by the arbitrator no later than 30 calendar days after the date the arbitration proceeding begins.

iii. Cost. In accordance with 42 U.S.C. §12636(f)(4)(D), the cost of the arbitration proceeding must be divided evenly between the parties to the arbitration, unless the party requesting the grievance prevails. If, the Grievant prevails, the Grantee must pay the total cost of the proceeding

and the attorney's fees of the prevailing party incurred in connection with the ADR proceeding.

iv. Effect of noncompliance with arbitration. Pursuant to 42 U.S.C. §12636(f)(7), a suit to enforce an arbitration award may be brought in any Federal district court having jurisdiction over the parties without regard to the amount in controversy or citizenship.

- f. Suspension of placement.** If a grievance is filed regarding a proposed placement of a participant in a program or project, such placement must not be made unless the placement is consistent with the resolution of the grievance.
- g. Remedies.** Remedies for a grievance filed under a procedure established by the Grantee may include:
- i.** Prohibition of a placement of a participant; and
 - ii.** In grievance cases where there is a violation of non-duplication or non-displacement requirements and the employer of the displaced employee is the Grantee:
 - Reinstatement of the employee to the position he or she held prior to the displacement;
 - Payment of lost wages and benefits;
 - Re-establishment of other relevant terms, conditions and privileges of employment; and
 - Any other equitable relief that is necessary to correct any violation of the non-duplication or non-displacement requirements or to make the displaced employee whole.

23. OWNERSHIP AND SHARING OF GRANT PRODUCTS.

- a. Ownership.** Unless otherwise specified, the Grantee owns and may copyright any work that is subject to copyright, including software designs, training manuals, curricula, videotapes, and other products produced under the grant. However, the Grantee may not sell any work that includes a Learn and Serve America: School- and Community-Based Programs logo without prior Corporation written approval.
- b. Corporation use.** The Corporation retains royalty-free, non-exclusive, and irrevocable licenses to obtain, use, reproduce, publish, or disseminate products, including data, produced under the grant and to authorize others to do so. The Corporation may distribute such products through a designated clearinghouse.
- c. Sharing grant products.** To the extent practical, the Grantee agrees to make products produced under the sub-grant available at the cost of reproduction to others in the field.

24. PUBLICATIONS.

- a. Acknowledgment of support.** Publications created by participants may include a Learn and Serve logo if they are consistent with the purposes of the Grant. The Grantee is responsible for assuring that the following acknowledgment and disclaimer appears in any external report or publication of material based upon work supported by this Grant.

“This material is based upon work supported by the Corporation for National Service under Learn and Serve America Grant No. _____.
Opinions or points of view expressed in this document are those of the authors and do not necessarily reflect the official position of the Corporation or the Learn and Serve America Program.

- b. Materials provided to Corporation.** The Grantee is responsible for assuring that a copy of any such material is sent to the Corporation’s Office of Public Affairs, the Program Office and the National Service-Learning Clearinghouse.

25. EVALUATION.

- a. Internal evaluations.** The Grantee must track progress toward achievement of their Program objectives. The Grantee also must monitor the quality of service activities, the satisfaction of both service recipients and participants and management effectiveness. Internal evaluation and monitoring should be a continuous process, allowing for frequent feedback and the quick correction of weaknesses.
- b. Independent evaluations.** The Grantee may obtain an independent evaluation if provided for in the approved budget.
- c. External evaluation and data collection.** The Grantee must cooperate with the Corporation and its evaluators in all monitoring and evaluation efforts. As part of this effort, the Grantee must collect and submit certain participant data, including the total number of participants in the Program, and the number of participants by race, ethnicity, sex, age, economic background, educational level, disability classification and geographic region. The Corporation will provide forms for collecting participant data.

26. SUSPENSION OR TERMINATION OF GRANT.

- a. Suspension of the Grant.** In emergency situations, the Corporation may suspend a Grant for not more than 30 calendar days. Examples of such situations may include, but are not limited to:
 - i.** Serious risk to persons or property;
 - ii.** Violations of Federal, State or local criminal statutes; and
 - iii.** Material violation(s) of the Grant or contract that are sufficiently serious that they outweigh the general policy in favor of advance notice and opportunity to show cause.
- b. Termination of the Grant.** Pursuant to 45 C.F.R. §2540.400, the Corporation may terminate payments under the grant, revoke or recover Grant funds for failure to comply with applicable provisions of this Grant. However, the Corporation will provide the Grantee reasonable notice and opportunity for a full and fair hearing, subject to the following conditions:
 - i. Notice.** The Corporation will notify the Grantee by letter or telegram that it intends to terminate payments, revoke positions or recover Grant funds, either in whole or in part, unless the Grantee shows good cause why such assistance should not be terminated, revoked or recovered. In this notice, the grounds and the effective date for the proposed termination or revocation will be described. The Grantee will be given at least 7 calendar days to submit written material in opposition to the proposed action.

- ii. Right to a hearing.** The Grantee may request a hearing on a proposed termination, revocation or recovery. Upon 5 days notice to the Grantee, the Corporation may authorize the conduct of a hearing or other meetings at a location convenient to the Grantee to consider the proposed action. A transcript or recording must be made of a hearing.
- c.** The Grantee may suspend or terminate assistance to a sub-Grantee, provided that such action affords the sub-Grantee at a minimum, the notice and hearing rights set forth in the Provisions applicable to the Corporation in this section.

27. GRANT PERIOD AND INCREMENTAL FUNDING.

For the purpose of the Grant, a project period is the complete length of time the Grantee is proposed to be funded to complete approved activities under the grant. A project period may contain one or more budget periods. A budget period is a specific interval of time for which Federal funds are being provided to fund a Grantee's approved activities and budget.

Unless otherwise specified, the Grant covers a three-year project period. In approving a multi-year project period the Corporation makes an initial award for the first budget period. Additional funding is contingent upon satisfactory progress and the availability of funds. The project period and the budget period are noted on the award document.

28. ORDER OF PRECEDENCE.

Should there be any inconsistency among the Grant Award, the Learn and Serve Special Provisions, the General Grant Provisions, and the approved Grant Application, the order of precedence that will prevail is (1) Grant Award, (2) the Learn and Serve Special Provisions, (3) the General Grant Provisions, and (4) the approved Grant Application.

**CORPORATION FOR NATIONAL SERVICE
CIVIL RIGHTS STATEMENT REGARDING
VOLUNTEERS, SERVICE PARTICIPANTS AND OTHER BENEFICIARIES**

We continue to maintain the policy stated in our June 6, 1994 Civil Rights Statement:

Recognizing that the fabric of our society is strengthened by the diversity of its citizens, the policy of the Corporation for National and Community Service is to ensure a mutual respect for all differences among us. Participation in the Corporation and its programs and projects will be based on merit and equal opportunity for all, without regard to factors such as race, color, national origin, sex, sexual orientation, religion, age, disability, political affiliation, marital or parental status, military service, or religious, community, or social affiliations.

By adhering to this policy, the Corporation will be able to foster civic responsibility, strengthen the ties that bind us together as a people, and provide educational opportunity for those who make a substantial commitment to service.

This policy applies to programs and projects we conduct, as well as those receiving federal financial assistance from us. For civil rights purposes, all programs and projects funded or receiving volunteers or service participants under the National and Community Service Act, as amended, or the Domestic Volunteer Service Act, as amended, are programs or activities receiving federal financial assistance. Any grantee found to have unlawfully discriminated against a volunteer, service participant, client, employee or beneficiary of such a program or project will be subject to a finding of noncompliance and administrative procedures which may result in termination of federal financial assistance from the Corporation and all other federal agencies.

Any volunteer, service participant, client, employee or beneficiary of a program or project who believes he or she has been subjected to discrimination in violation of nondiscrimination provisions of applicable laws, regulations or this policy may raise his or her concerns with the Corporation's Equal Opportunity Office. However, discrimination claims not brought to the attention of our Equal Opportunity Office within 45 days of their occurrence may not be accepted in a formal complaint of discrimination. Our Equal Opportunity Office may be reached at (202) 606-5000, extension 312 (voice), (202) 565-2799 (TDD), eo@cns.gov, or through www.nationalservice.org.

The Corporation's Equal Opportunity Office attempts to resolve concerns about discrimination promptly and when possible uses an informal conciliation process to do so. We encourage, but do not require, volunteers, service participants, and other beneficiaries to first bring concerns about discrimination to the director or appropriate personnel of the program or project. We likewise encourage directors of programs and projects to facilitate prompt resolution of these concerns.

Directors of all programs and projects are requested to provide a copy of this policy to all volunteers or service participants.

[signed December 6, 1999]

Harris Wofford
Chief Executive Officer

CORPORATION FOR NATIONAL SERVICE POLICY AGAINST SEXUAL, RACIAL, NATIONAL ORIGIN, OR RELIGIOUS HARASSMENT

Our policy is to provide work and service environments free from sexual, racial, national origin, or religious harassment. Whether in Corporation or grantee offices, in other work- or service-related settings such as service sites, training sessions, or site visits, or at work- or service-related social events, such harassment is unacceptable.

Sexual harassment involves unwelcome sexual advances, requests for sexual favors, or any verbal, physical or graphic conduct of a sexual nature when:

- (1) submission is explicitly or implicitly a term or condition of employment or service;
- (2) submission or rejection is a basis for work or service decisions; or
- (3) such conduct has the purpose or the effect of interfering with work or service performance or creating an intimidating, hostile, or offensive work or service environment.

Slurs and other verbal or physical conduct relating to an individual's race, national origin or religion also constitute harassment when that conduct's purpose or effect is to interfere with work or service performance or create an intimidating, hostile, or offensive work or service environment.

We expect Corporation and grantee supervisory and management personnel to immediately take appropriate action to prevent or stop any harassment of employees, service participants, or clients of which they become aware, whether the harassing conduct is by employees, service participants, or outside individuals such as service site or contractor personnel. Also, we will not retaliate or tolerate any attempt at retaliation against a person who raises harassment concerns in good faith. Any Corporation employee who violates our policy against harassment, or asserts a false claim of harassment with a malicious intent, will be subject to appropriate disciplinary action, up to and including termination. Any grantee that permits harassment in violation of this policy will be subject to a finding of noncompliance and administrative procedures that may result in termination of federal financial assistance from the Corporation and all other federal agencies.

Persons who believe they have been subjected to harassment in violation of non-harassment provisions of applicable laws, regulations or this policy may raise their concerns with our Equal Opportunity Office. However, claims of unlawful harassment not brought to the attention of our Equal Opportunity Office within 45 days of their occurrence may not be accepted in a formal complaint of discrimination. Our Equal Opportunity Office may be reached at (202) 606-5000, extension 312 (voice), (202) 565-2799 (TDD), eo@cns.gov, or through www.nationalservice.org.

We encourage, but do not require, volunteers, service participants, and other beneficiaries to first bring concerns about harassment to the director or appropriate supervisory personnel of the program or project. We likewise encourage programs and projects to facilitate prompt resolution of these concerns.

Directors of all programs and projects are requested to provide a copy of this policy to all volunteers or service participants.

[signed December 6, 1999]

Harris Wofford
Chief Executive Officer